

disability benefits 101

21st Century Tools for Success

Assisting youth and adults who work, save and access needed benefits

AZ Disability Benefits 101 Information Services

World Institute on Disability

Ed Roberts Campus, Berkeley, CA

Phone: 510-225-6304

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www.db101.org

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AZ Disability Benefits 101 Information Services

Web based, Plain Language, State Focused Information Services
Integrated Benefits Planning Calculators
Discussion Forums and End-User Technical Assistance
Cross-Agency Training at Local and Regional Levels
Coherent Local and State Partners
Train the Trainer Activities

The AZ DB101 Core Team

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Benefits Planning

Accessing real time information

- the right information
- in the right hands
- *at the right time*

Jobs don't wait around; planning is critical.

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Benefits Planning Keys to Success

- What are the correct rules for the customer's situation?
 - What are the ways to find the rules?
- How does **the customer** apply the rules to his or her situation?
 - *How timely and easy is the benefits planning process for the customer and his or her circle of support?*

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Benefits Planning Sessions with Calculators

DB101 Core Design Elements

State and locally designed tools serve wide range of users in different ways via multiple venues.

Real time information: accurate current information for diverse customers anytime, anywhere 24/7

Breadth and depth: measured, "unbundled" levels of information across many topical areas engage widest numbers of key, interested stakeholders.

The Basics and The Details: plain language text in consistent "registers" to explain legal information

- ✓ **Net result for many is the "light bulb moment"**
Credible estimate results create the "ahah!" moment.

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Benefits Planning Sessions with Calculators and Coherent Partners

Coherent Partners: two or more entities who exchange value and services to common objectives in paid and unpaid settings.

■ DB101 Tools Improve with Use:

- Very good today via using beta testing periods
- Better next month and next year
 - Built in, long term commitment to continuous improvement of services
 - Always current, accurate and accessible as design byproducts

■ Coherent partners serve widest public good within existing realities:

- Complex state, federal and private program rules and interaction(s)
 - Complex funding environments along with
 - Evolving technologies
- Require ongoing partnerships to provide consistent services and value over time.

Benefits Planning Sessions with Calculators

Design Applications

- Safe and secure: no private identifying information requested or needed
- Fuller information always nearby at the content rich DB101 portal
- Along with changes in life situations, benefit program interaction(s) a key DB101 focus
- Multi-lingual online services

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